

YOUTH SERVICES POLICY

Title: Video Conferencing Next Annual Review Date: 08/17/2014	Type: A. Administrative Sub Type: 5. Information Services Number: A.5.11
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References: YS Policies A.5.10 "Information Technology Technical Support", B.2.2 "Youth Classification System and Treatment Procedures", C.2.8 "Youth Visitation in Secure Facilities", and D.10.4 "Community Supervision Classification System"	
STATUS: Approved	
Approved By: Mary L. Livers, Deputy Secretary	Date of Approval: 08/17/2012

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To establish procedures on how video conferences shall be conducted for the purpose of making face to face contacts between youth and family members, in order to increase family engagement; to facilitate monthly face to face contacts between the Probation and Parole Officer Juvenile (PPO/J) and the youth, to better assess the needs of the youth and plan for reintegration; and to conduct court hearings thereby reducing the need for extensive travel.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Deputy Assistant Secretaries, Central Office Director of Treatment and Rehabilitation, YS Family Liaison, Facility Directors, Regional Managers, and their employees.

IV. Video Conferencing Coordinator (VCC):

Facility Directors and Regional Managers shall designate Video Conferencing Coordinator (VCC) staff (1 primary and 1 backup) to coordinate the scheduling and connection for the video conferences. Facility Directors and Regional Managers shall forward the name, email, and cell phone number for their designated coordinators to the Deputy Undersecretary. The list of coordinators shall be maintained in YS SharePoint, under the heading "Video Conferencing Coordinators (VCC)." Changes at the Unit Level of a designated VCC shall immediately be forwarded to the Deputy Undersecretary, who shall be responsible for maintaining the VCC roster.

V. PROCEDURES FOR SECURE FAMILY VISITATION:

- A. A family visitation video conference shall be initiated by either the Probation and Parole Officer (PPO/J) or the facility Case Manager, depending on the youth's need. The PPO/J and the facility Case Manager shall communicate to determine possible dates and times of availability for them, as well as the family during Monday thru Friday working hours. After an agreement is reached on possible dates and times, both VCC's shall be contacted, and will work together to check on the availability of the video conferencing rooms at both the secure facility site and the regional site.
- B. Once scheduled, the staff initiating the video conference (PPO/J or CM) is responsible for notifying the parent/guardian of the date and time.
- C. The facility Case Manager shall be responsible for making sure the youth arrives at the video conferencing room on time, and the PPO/J will work to ensure the family arrives to participate in the conference as well. If for some reason the family or youth cannot participate by the time scheduled, both the secure and regional VCC's shall notify all other parties as soon as possible.
- D. Each video conference shall be scheduled a minimum of two (2) weeks prior to the date of the conference.
- E. The VCC's shall be responsible for setting up connections between the two sites on the specific date and time decided, with 24 hour testing prior to the scheduled time. Family visits may occur once a month and shall last a minimum of 30 minutes, not to exceed 45 minutes. (Longer sessions may be scheduled on a case by case basis.)
- F. Family visitation video conference sessions shall be documented on a Family Visitation Contact Note in JETS by the Case Manager monitoring the visit within three (3) working days of the session.
- G. All family visitation conducted via video conference shall be included in the youth's Quarterly Progress Report to Court.
- H. When the video conference equipment does not connect or other technical problems occur, the initiating VCC shall contact the facility IT Technical Support for assistance and, if needed, contact the Public Safety Services (PSS) Helpdesk via telephone at (225)925-6233.

VI. PROCEDURES FOR COMMUNITY BASED SERVICES MONTHLY CONTACTS:

- A. In accordance with YS Policy D.10.4, the youth's assigned PPO/J shall, when possible, make monthly face to face contacts with the youth to assess the needs of the youth and plan for reintegration. In some cases, the youth may be located in a secure care facility that is not in the same region as his assigned PPO/J; therefore, monthly contacts shall be made via video conferencing in order to reduce the need for extensive travel.
- B. To set up a monthly video conference, the PPO/J shall contact the VCC at the secure care facility. The VCC shall then contact the youth's assigned facility Case Manager to determine if the youth will be available at the requested time. If the time is agreed upon, the VCC's at the facility and regional office levels shall set up the video conference, and report any technical difficulties as described in Section V above.
- C. Monthly contacts via video conferencing shall be documented in JETS within five (5) working days.

VII. PROCEDURES FOR VIDEO CONFERENCE COURT HEARINGS:

- A. The PPO/J shall email the secure care facility Case Manager the date and time of a youth's scheduled court hearing a minimum of two (2) weeks prior to a scheduled court date. The secure care Case Manager shall then immediately email the secure care facility VCC of the specified time and date of the court hearing.
- B. The VCC shall notify the PSS technical support staff via the Video Conference scheduling link in SharePoint of the scheduled date and time in order to request their availability in the event of technical difficulties.
- C. The PSS technical support staff shall then work with the VCC at the facility and at the court to set up connections between the two sites.
- D. The VCC and PSS technical support staff shall test the system 24 hours prior to the scheduled court hearing.